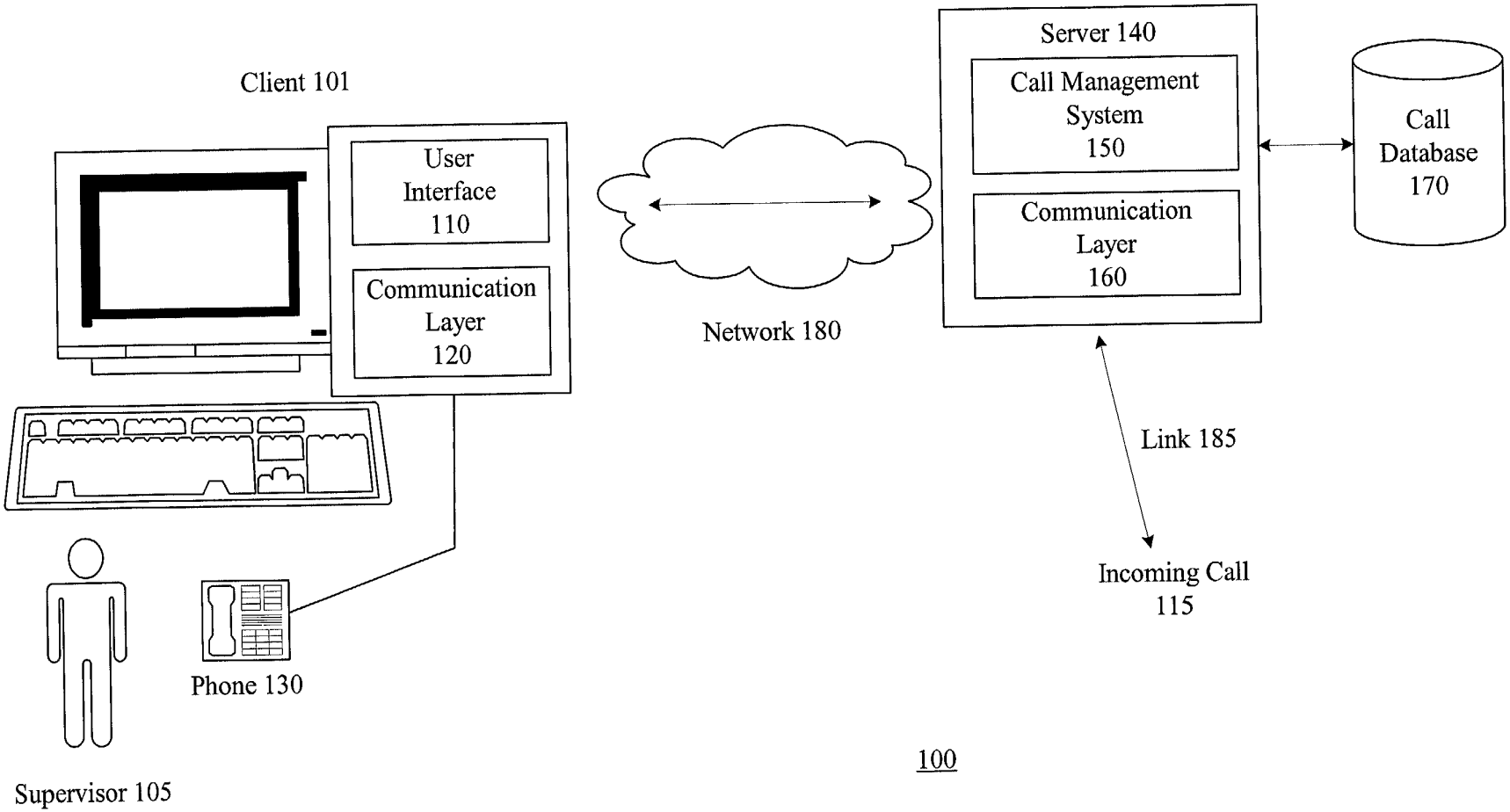
Client 101
User Interface 110
Communication Layer 120
Phone 130
Supervisor 105
Network 180
Server 140
Call Management System 150
Communication Layer 160
Call Database 170
Link 185
Incoming Call 115
100

FIG. 1

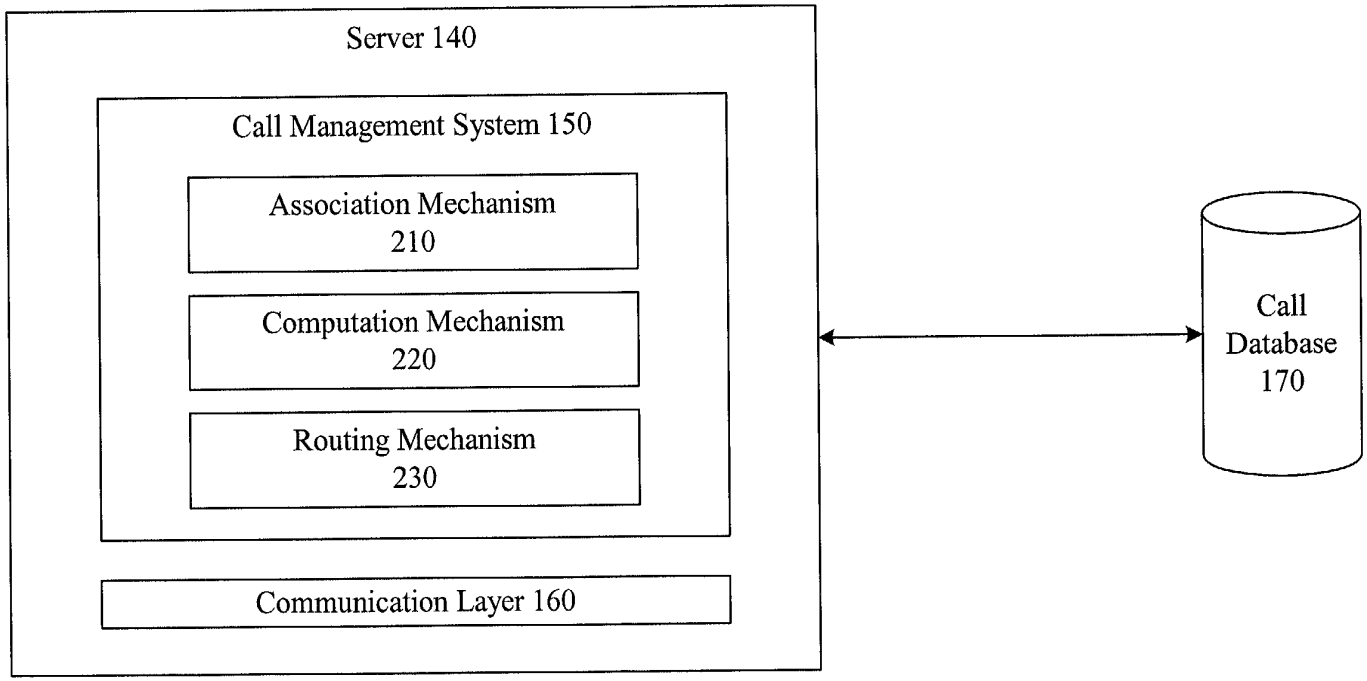
Server 140
Call Management System 150
Association Mechanism 210
Computation Mechanism 220
Routing Mechanism 230
Communication Layer 160
Call Database 170

FIG. 2

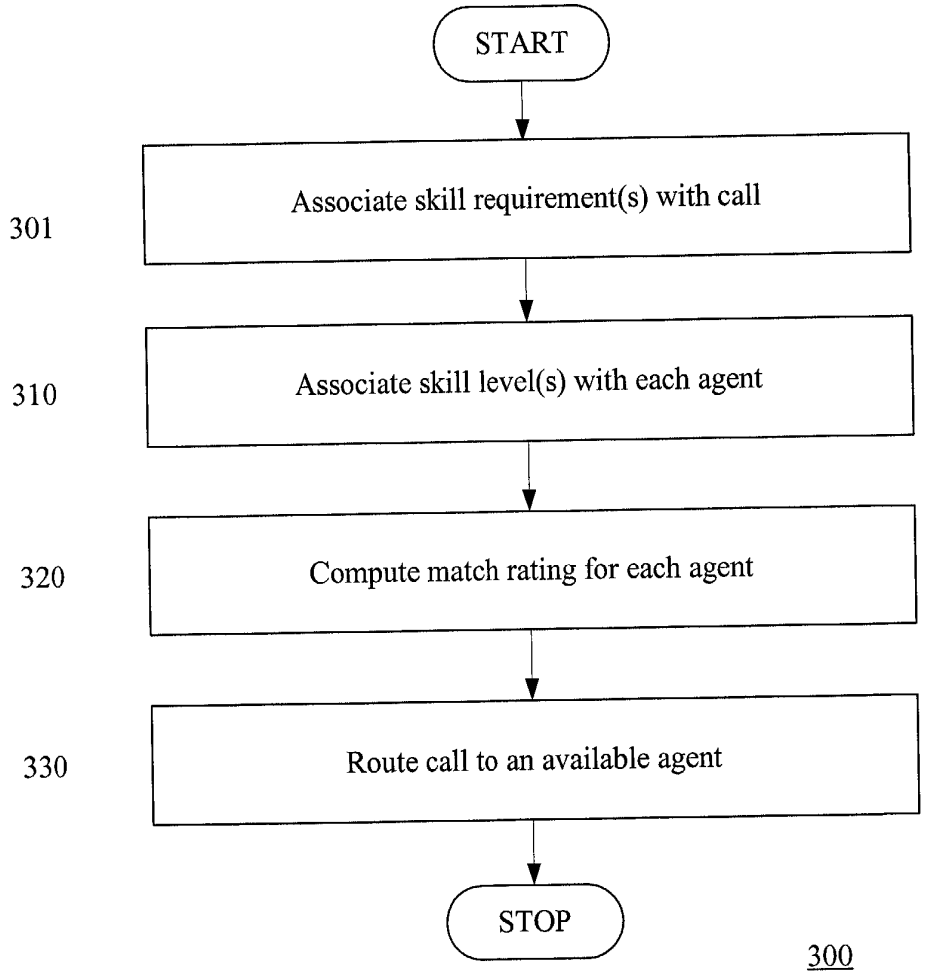
START
Associate skill requirement(s) with call
301
Associate skill level(s) with each agent
310
Compute match rating for each agent
320
Route call to an available agent
330
STOP
300

FIG. 3

20030207 06:28:07

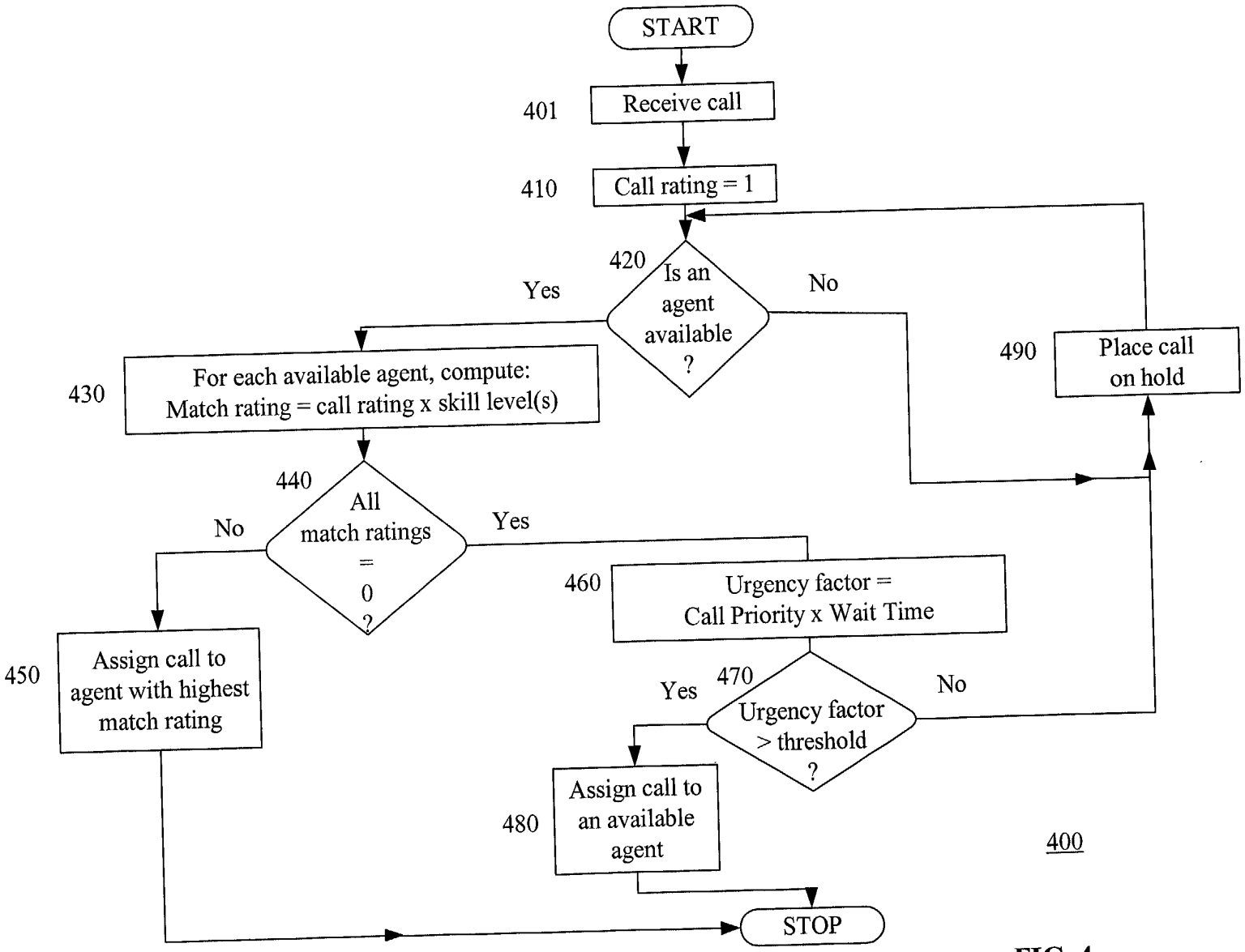

FIG. 4

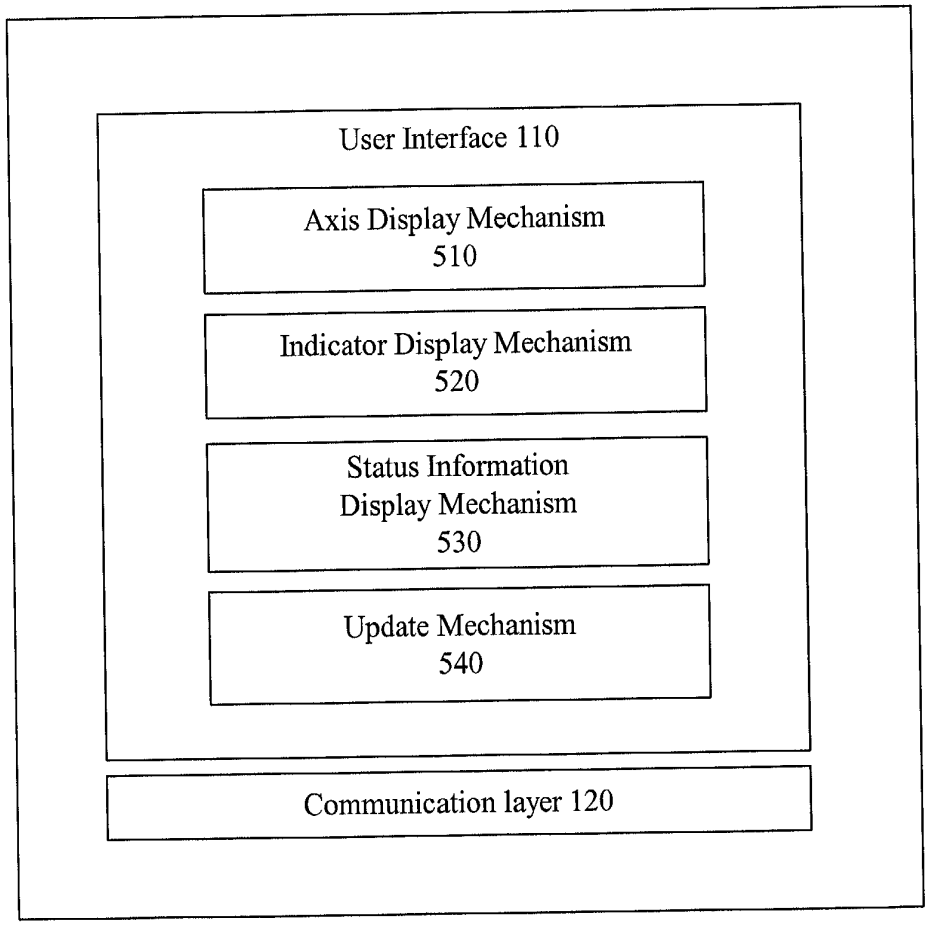
User Interface 110
Axis Display Mechanism
510
Indicator Display Mechanism
520
Status Information
Display Mechanism
530
Update Mechanism
540
Communication layer 120
Client 101

FIG. 5

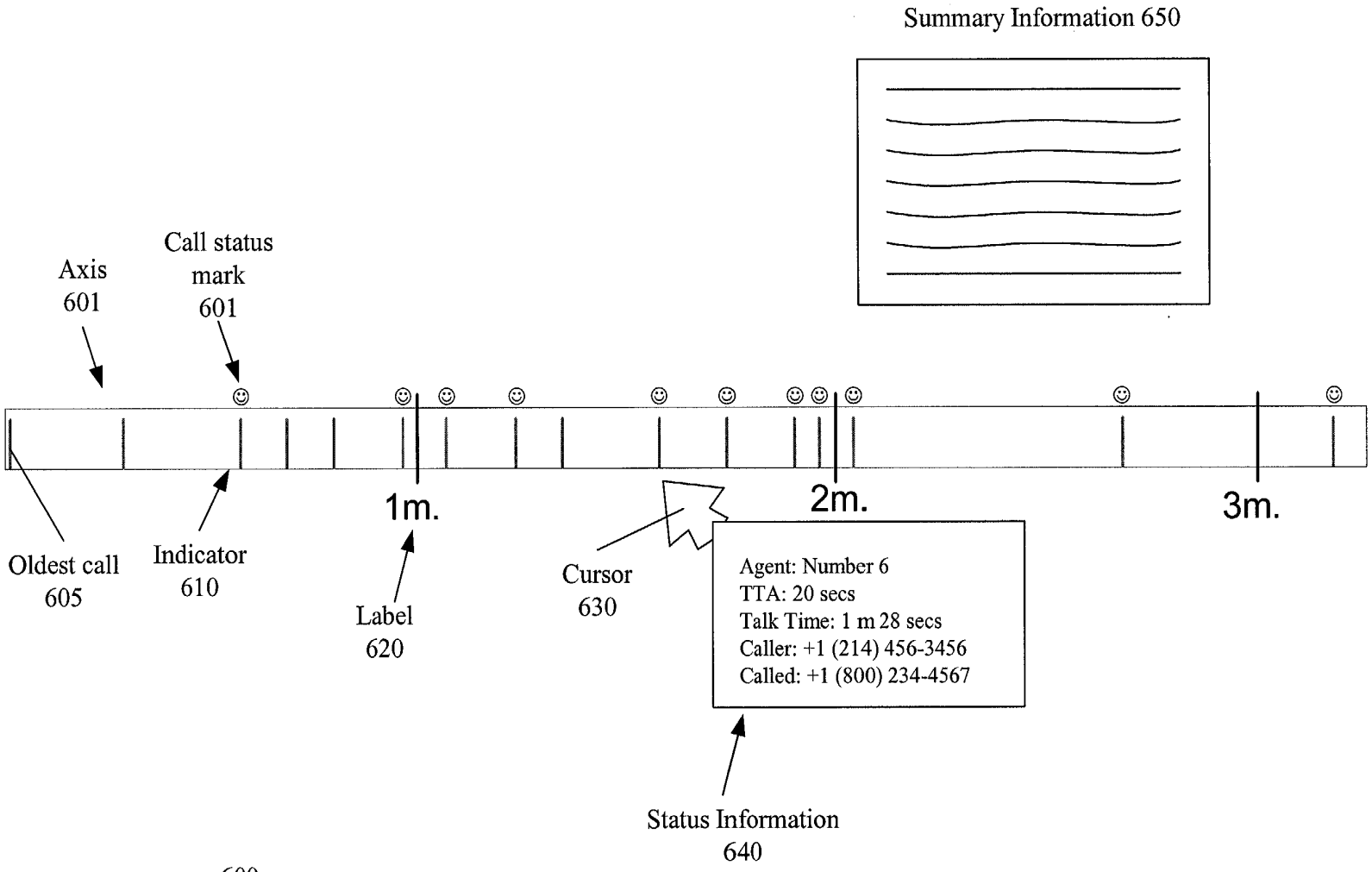
Summary Information 650
Axis
601
Call status
mark
601
1m.
2m.
3m.
Oldest call
605
Indicator
610
Label
620
Cursor
630
Agent: Number 6
TTA: 20 secs
Talk Time: 1 m 28 secs
Caller: +1 (214) 456-3456
Called: +1 (800) 234-4567
Status Information
640
600

FIG. 6

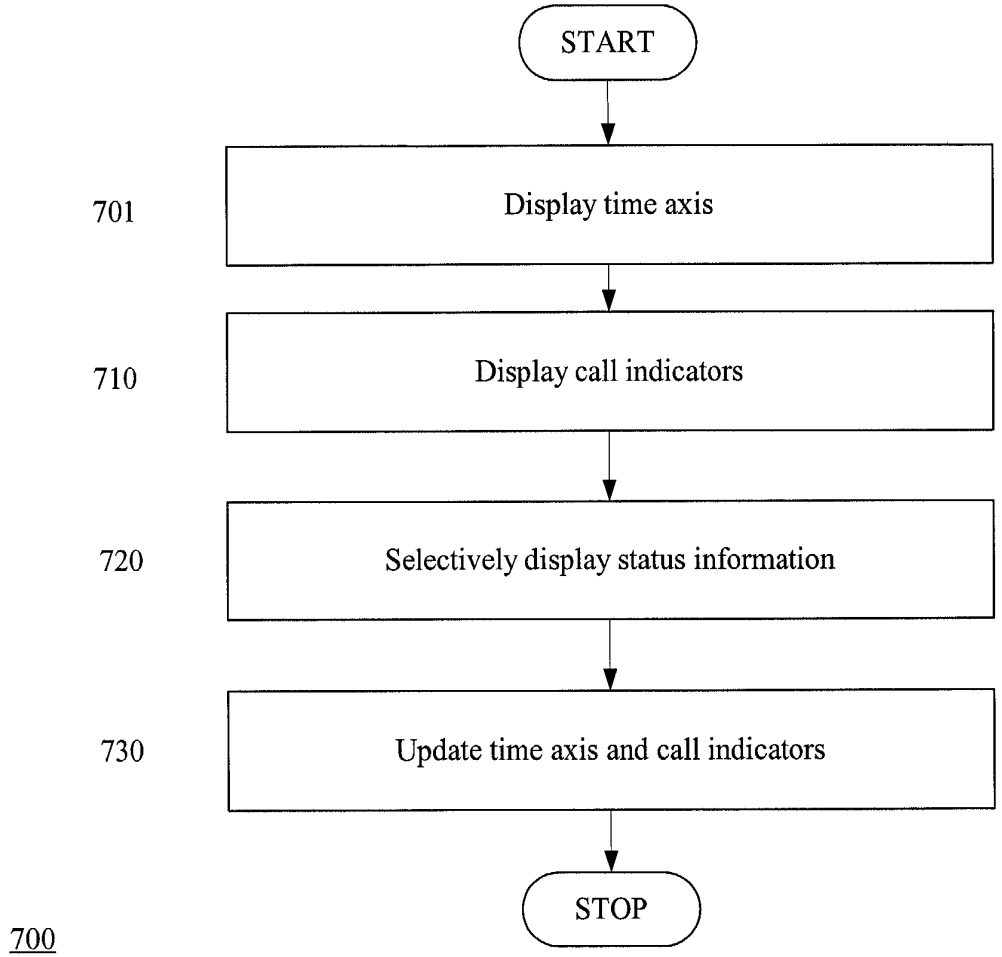
START
701
Display time axis
710
Display call indicators
720
Selectively display status information
730
Update time axis and call indicators
STOP
700

FIG. 7